



Patient Portal User Agreement

First Street Family Health, in partnership with Updox, offers a Patient Portal for the exclusive use of our established patients. The Patient Portal is designed to enhance patient-physician communication. The Patient Portal is a secure website that allows you to use a computer to see your medical information via the internet. It also allows you to communicate with the Practice via secure messaging.

The patient portal provides secure access in the following ways:

- Your physician will send you limited contents of your medical record including lab and other diagnostic results, summary of your visits, medications, medical history, etc. *
- You or our staff may send general messages like confirming or changing appointments (as long as enough notice is given) billing issues or other questions.
- You may ask non-urgent medical questions. Although doctors might sometimes reply after hours, you should not expect providers to monitor their in box constantly. **If you have a problem that needs attention right away, please use the telephone.**

The patient portal should not be used in the following ways:

- No emergencies or urgent messages. Any emergency should be handled by calling 911.
- No triage or new treatment requests. Diagnoses can only be made and treatment rendered after the patient is SEEN by the physician.
- No requests for new prescriptions or refills for conditions for which you are not being treated by one of our providers.

Responsibilities and Risks:

- Although we strive to reply to Patient Portal Messages within one business day, we cannot guarantee that we will be able to address your messages in that timeframe. If you do not receive a response within 2 business days, please feel free to call our office.
- You are responsible to provide us with your correct email address and inform us immediately of any change. You are also responsible for the protection of your login information and password.
- Electronic communications carry some degree of risk, even in a secured environment. Even with all of the precautions, online communications can be intercepted, forwarded or changed without a patient's or the healthcare providers' knowledge.
- All communication via the Patient Portal could be included in your permanent patient record.

*The clinical summary you receive includes what our doctors have created, as well as labs and other results sent electronically to us from HRRMC. It will not contain items that you have brought to us and we have scanned in, like the 9 Health Fair results or results from a provider outside of the HRRMC network.

- We strive to keep all of your information in your records correct and complete. If you identify any discrepancy in your record, you agree to notify us immediately.
- Mistakes happen. If you believe you have received a message by mistake or found errors, please let us know. Please delete messages that are not intended for you.
- Messages in the portal will be viewed by not only the physicians but the staff members assigned to handle such communications. The messages are handled much like a phone message and routed to the appropriate person.

In order to get access to the First Street Family Health Patient Portal you must provide the following:

- Signed Patient Portal User Agreement
- a valid email address

In that first email will be a link to the portal, with your user name and password. The site may be accessed in 2 ways:

1. Going directly to the link in the email you will receive within 24 hours from the office, which is <https://firststfamilyhealth.myupdox.com>.
2. The First Street Family Health website, which is www.firststfamilyhealth.com. At the bottom of the home page there is a box on the right hand side labeled Patient Portal with a link.

While we strive to have the patient portal user friendly, we know there can be problems. Limited technical questions can be answered by our staff by calling the office at 539-6637.

Patient Acknowledgement and Agreement:

- I acknowledge that I have read and fully understand this Patient Portal User Agreement.
- I have read the uses for the portal and understand the risks associated with online communications between my physician and me.
- I understand that emergent and urgent issues should be handled by calling the office directly, going to the emergency room or calling 911 should the emergency be life threatening.

Print Patient Name _____ Date of Birth _____

Email address _____

 Signature Relationship Date